ಬೆಂಗಳೂರು ಅಭಿವೃದ್ಧಿ ಪ್ರಾಧಿಕಾರ
Bangalore Development Authority
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No: BDA/EDP/62/2025-26 **Date: 24-03-2026**

Proceedings of the Pre-Bid Meeting for

"Scanning, Digitisation and Implementation of Advanced Document Management System (DMS) for Bengaluru Development Authority (BDA) Records" held on 23rd March 2026 at 11:30 Hrs at EDP Cell, BDA Head Office, Bengaluru

SUBJECT: *"Scanning, Digitisation and Implementation of Advanced Document Management System (DMS) for Bengaluru Development Authority (BDA) Records."*

Tender Reference No: BDA/DIG/2025-26/SE0094

Date of Pre-Bid Meeting: 23-03-2026 at 11:30 Hrs

Venue: EDP Cell, BDA Head Office, 5th Main Road, Kumara Park West, T. Chowdaiah Road, Guttahalli, Bengaluru-560020

Pre-Bid queries received up to: 24-03-2026 at 17.30 Hrs (queries received via email after the pre-bid meeting have also been considered and addressed in these proceedings)

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Members of the Tender Evaluation Committee (TEC) Present

Sl.	Name	Designation	Position
1	Dr. Shantharajanna H R	Engineering Member, BDA	Chairman
2	Dr. A. Lokesha	Finance Member, BDA	Member
3	Sri Niranjan K M	Executive Engineer HPD-1, BDA	Member
4	Smt. Nandini P M	EDP Cell Head, SLAO-6, DSKL	Member

PROCEEDINGS

At the outset, the Chairperson, BDA, welcomed all members of the Tender Evaluation Committee (TEC) and the representatives of prospective bidders who had submitted pre-bid queries in response to the RFP published vide Tender Reference No. BDA/DIG/2025-26/SE0094 for the *"Scanning, Digitisation and Implementation of Advanced Document Management System (DMS) for Bengaluru Development Authority (BDA) Records."*

Bidders Who Submitted Pre-Bid Queries / Attended the Meeting

Sl.	Bidder / Company Name	Representative	Mode
1	Iron Mountain India Pvt. Ltd.	Mr. Binu Issac	In-Person / Email
2	M/s Crystal Infosystems and Services	Ms. Priyadarshini Amaresh	In-Person/Email
3	Writer Information Mgmt. Services	Mr. Sajal Kumar	Email / Online
4	M/S Hans Infomatic Pvt. Ltd.	Mr. Mohd Yasir	Email
5	SBL Knowledge Services Pvt. Ltd.	Mr. Kiran R	Email/In-person
6	Meru Info Solutions	Mr. Deepak	In-Person

1.0 General Observations and Clarifications by BDA

The Committee deliberated on the eligibility conditions and the technical evaluation criteria as specified in the RFP and unanimously resolved that all eligibility conditions and technical evaluation criteria shall remain as published without any modification. The eligibility criteria have been carefully designed to ensure that only competent, experienced and well-equipped Service Providers participate in this project, which involves handling sensitive and irreplaceable government records. Any dilution of these criteria would compromise the quality and security of the project.

The project duration of 90 working days from the date of the Work Order has been fixed, keeping in view the administrative urgency, the need to provide efficient and transparent services to citizens at the earliest, and the operational constraints of managing physical records across departments. This timeline is firm and non-negotiable. Bidders are expected to plan adequately with sufficient manpower, multiple shifts (two or three shifts as needed) and adequate scanning infrastructure to meet this deadline.

The last date for submission of bids remains 02/04/2026 at 17:30 Hrs as per the original RFP schedule. No extension of the submission deadline is envisaged. Bidders are advised to prepare and submit their proposals within the prescribed time.

BDA has been operational since 1976. Documents may range from recent records to those approximately 50 years old. The condition varies considerably – while recent records are in good condition, many older records are fragile, yellowed, dog-eared or partially damaged. Documents are stored in box files, flat files, thread-tagged bundles and bound registers. The Service Provider shall deploy appropriate handling and scanning techniques as specified in the Scope of Work.

Of the estimated 2.5 crore pages, approximately 2.4 crore pages are in standard sizes (A4, Legal and A3). The remaining approximately 10 lakh pages comprise large-format maps, plans and drawings in A2, A1 and A0 sizes. These are indicative estimates.

The records are available at the BDA Head Office and its Sub-Divisional Offices within Bengaluru. No physical records shall be permitted to be taken outside BDA premises. The exact location-wise distribution will be communicated to the selected Service Provider during project initiation.

The Scope of Work has been designed after careful assessment of BDA's requirements, record volumes, and best practices in similar large-scale government digitisation projects. Each component – from pre-scanning preparation through scanning, OCR, metadata creation, RFID tagging, DMS implementation, legacy data migration, training and O&M support – is essential for achieving the objective of a single, unified digital repository.

No advance payment shall be made as per Government of Karnataka financial norms. All payments are strictly performance and output-based.

The General Conditions of Contract, Special Conditions, Force Majeure, Termination, Dispute Settlement and all other contractual clauses as published in the RFP are standard government contract terms and shall remain as published without modification.

2.0 QUERY-WISE CLARIFICATIONS

Sl.	Bidder(s)	RFP Ref.	Query / Clarification Sought	BDA Response
A. SCOPE, VOLUME & LOCATIONS				
A1	Iron Mountain / Crystal / Writer / SBL	Sec 3, Pg 4	What is the age of the 2.5 crore legacy documents? What is the current filing condition (box files, flat files, bound registers, fragile, etc.)?	**BDA has been operational since 1976. Accordingly, documents may range from recently created records to those approximately 50 years old. The condition varies – recent records are generally in good condition while many older records are fragile, yellowed, dog-eared or partially damaged due to age and handling over decades. Documents are stored in various forms including box files, flat files, thread-tagged bundles, and bound registers. The Service Provider shall deploy appropriate handling techniques including flatbed and overhead scanners for delicate documents, and undertake fumigation, dust removal and minor repairs as specified in the Scope of Work.**
A2	Iron Mountain / Crystal / Writer / SBL	Sec 5, Pg 5	Please provide approximate page-count breakup by document size (A4/Legal, A3, A2, A1, A0). Are there A5 or smaller size documents?	**Of the estimated 2.5 crore pages, approximately 2.4 crore pages are in standard sizes (A4, Legal and A3). The remaining approximately 10 lakh pages comprise large-format maps, plans and drawings in A2, A1 and A0 sizes. A5 and smaller-size documents, if any, are negligible and shall be treated as A4 for scanning and billing purposes. These are indicative estimates; actual proportions may vary marginally.**
A3	Iron Mountain / Crystal / Writer / SBL	Sec 3, Pg 4	How many scanning locations are there? Please share location-wise details including names, page volumes and available space.	**The records and files are available at the BDA Head Office, Kumara Park West, Bengaluru, and at its Sub-Divisional Offices within the Bengaluru region. Scanning and digitisation shall be carried out at these BDA premises. The exact number of locations, location-wise distribution of records and available space will be communicated to the selected Service Provider during project initiation and site assessment phase. Bidders shall plan resources for multiple locations within Bengaluru.**
A4	Iron Mountain	Sec 7, Pg 6	What is the estimated total number of physical files that comprise the 2.5 crore pages?	**The estimated total number of physical files will be determined during the record room assessment phase. For planning purposes, bidders may assume an average of approximately 90–150 pages per file.**
A5	Iron Mountain	Sec 3, Pg 4	Will BDA provide internet connectivity at scanning locations?	**BDA will provide suitable space, power supply as stated in the RFP. Internet/network connectivity for DMS upload and operations within BDA premises will be coordinated with BDA's IT infrastructure. The Service Provider shall factor in local networking requirements (LAN switches, cabling within the scanning centre) at its own cost.**
A6	Iron Mountain	Sec 3, Pg 4	Does "power" include Uninterrupted Power Supply (UPS) and Generator backup?	**BDA will provide standard power supply available at the premises. The Service Provider shall arrange UPS and any additional power backup equipment for the scanning centre at its own cost to ensure uninterrupted scanning operations.**

B. OCR, METADATA & LANGUAGE				
B1	Crystal / Writer / Iron Mountain / SBL	Sec 6, Pg 6	Are all documents in English? Should OCR, data entry and search be in English only or both English and Kannada? What is the percentage of handwritten documents?	**Documents are in both English and Kannada. A significant portion of older records contains handwritten content in both languages. As stated in the RFP, OCR is required to enable full-text search in at least English with reasonably high recognition accuracy. Kannada OCR capability is desirable and will be considered favourably during technical evaluation but is not a mandatory Go-Live requirement. The DMS architecture shall support bilingual search as a future-ready capability.**
B2	Iron Mountain / SBL	Sec 6, Pg 6	Will BDA provide the final metadata schema/template for the 15–20 fields? Are fields text, numeric or alphanumeric? Are they available on the first few pages or spread across the file?	**The metadata schema will be finalised in consultation with BDA during the project initiation phase as stated in the RFP. Typical fields will include both text and alphanumeric values. Metadata information is generally available on the cover page, first few pages and the noting sheets of files. The Service Provider shall deploy trained data entry operators proficient in identifying and extracting metadata from government files.**
B3	Writer	Sec 6, Pg 6	Must metadata be entered in both languages? Is cross-lingual search a Go-Live requirement?	**Metadata entry shall be in Bilingual. Bilingual metadata entry and cross-lingual search are desirable future capabilities and not mandatory Go-Live requirements. The DMS shall be designed to support bilingual data in future.**
C. DMS – INFRASTRUCTURE, HOSTING & TECHNOLOGY				
C1	Writer / Iron Mountain / SBL	Sec 8, Pg 7	Is the Bidder required to provide server hardware, storage (SAN/NAS), and database licenses, or will BDA provide the infrastructure? On-premise or cloud?	**BDA will provide the server-side infrastructure including server hardware and storage at the BDA Data Centre / Karnataka State Data Centre (KSDC). The DMS shall be deployed on-premise on BDA-provided infrastructure. The Service Provider shall be responsible for providing the DMS software, database licenses (if any proprietary DB is proposed), and all configuration/deployment.**
C2	Writer / Iron Mountain / SBL	Sec 8, Pg 7	Does BDA have a preference for OS (Windows/Linux), Database (SQL/Oracle/Open Source), or technology stack (Java/.NET)?	**BDA does not mandate a specific OS, database or technology stack. The Service Provider may propose any suitable technology, provided it meets the functional, security and scalability requirements of the RFP. Open-source technologies are welcome, subject to adequate enterprise support.**
C3	Writer / Iron Mountain / SBL	Sec 8, Pg 7	Please specify the exact number of named or concurrent user licenses required for the DMS.	**The exact number of user licenses will be finalised during the requirement gathering phase. For the purpose of bidding, the DMS shall support a minimum of 100 concurrent users with provision for scaling. Bidders shall propose a scalable licensing model.**
C4	SBL	Sec 8, Pg 7	Please specify supported browsers, devices and performance benchmarks such as response time and search latency.	**The DMS shall be a browser-based, responsive application supporting all major browsers (Chrome, Firefox, Edge) on desktop and tablet devices. Specific performance benchmarks (response time, search latency, uptime SLA) will be defined and mutually agreed during the project initiation phase. Bidders shall propose industry-standard**

				performance parameters in their technical proposals.
C5	Iron Mountain / SBL	Sec 8, Pg 7	What is the estimated storage size for 12.5 crore pages?	**The estimated storage requirement will depend on the scanning parameters, image quality and compression. For planning purposes, bidders may estimate approximately 200–300 KB per page for standard A4/Legal documents. BDA shall provision adequate storage at BDA server. The Service Provider shall provide storage estimates as part of their technical proposal.**
C6	Iron Mountain	Sec 8, Pg 8	Should third-party software licenses also be perpetual? Will source code ownership be transferred to BDA?	**As stated in the RFP, perpetual non-exclusive licenses shall be in the name of BDA/Commissioner. All configurations, customisations, metadata schemas and documentation created under the project shall be the exclusive property of BDA. If the DMS is developed from scratch or substantially customised, the source code shall be transferred to BDA. If a COTS product is proposed, the perpetual license terms shall apply.**
C7	Iron Mountain	Sec 8, Pg 7	Please clarify whether the DMS should be developed from scratch or an existing product can be customised and deployed.	**Both approaches are acceptable. The Service Provider may propose a new DMS developed from scratch, or an existing COTS/open-source product that is suitably customised and configured to meet BDA's requirements as specified in the RFP. The evaluation will be based on functional compliance, usability and demonstrated capability during PoC.**
D. DMS – INTEGRATION, SECURITY & AI				
D1	Writer / Iron Mountain / SBL	Sec 8(3), Pg 7	Please list specific existing BDA applications requiring API integration during the 90-day period. Share API documentation / specifications.	**Immediate API integration is not a mandatory Go-Live deliverable for the 90-day period. The RFP requires the DMS to have API-based integration capability. During the initial period, the focus shall be on digitisation, DMS deployment and data migration. Integration with existing BDA portals (e-Khata, CA Site Allotment, citizen portals) may be taken up in subsequent phases. API documentation will be shared at the appropriate time.**
D2	Writer / Iron Mountain / SBL	Sec 8(4), Pg 7	Is integration with Active Directory / SSO / Government SSO (SAML/OAuth) mandatory? Please specify directory services.	**The DMS shall have the capability to integrate with directory services/SSO as stated in the RFP. Whether immediate integration is required will be determined during project initiation based on BDA's existing IT infrastructure. The architecture shall support standard authentication protocols.**
D3	Writer / Iron Mountain / SBL	Sec 8(5), Pg 7–8	Is AI-based analytics / automatic classification a mandatory deliverable for Go-Live, or only architectural readiness for future plug-ins?	**AI-based analytics and automatic classification are not mandatory deliverables for the initial Go-Live. The DMS architecture and data structures shall be designed to support future AI/analytics use cases as clearly stated in the RFP. The Service Provider shall demonstrate AI-readiness of the platform.**
D4	Writer / Iron Mountain	Sec 8(3), Pg 7	Does the DMS need to integrate with a specific Digital Signature provider? Will BDA provide DSC/HSM?	**The DMS shall support digital signature integration. The specific provider will be decided by BDA. BDA will provide Digital Signature Certificates for authorised officials. The Service**

				Provider shall ensure the architecture supports standard digital signature APIs (e.g., e-Sign, e-Mudhra).
D5	SBL	Sec 8(4), Pg 7	Please confirm encryption standards required (AES, TLS version).	**The DMS shall use industry-standard encryption – AES-256 for data at rest and TLS 1.2 or higher for data in transit. The Service Provider shall comply with Government of India cybersecurity guidelines.**
D6	SBL / Iron Mountain	Sec 8, Pg 7	Should APIs follow government standards (e.g., OpenAPI, NIC guidelines)? Any specific compliance required (MeitY/STQC/CERT-In)?	**The DMS shall follow standard RESTful API practices. Compliance with MeitY/NIC guidelines is desirable. Specific compliance requirements, if any, will be communicated during the project. The Service Provider shall ensure the application follows secure coding practices and is amenable to security auditing.**
D7	SBL	Sec 8(5), Pg 7	Please confirm whether workflows are predefined or configurable.	**The DMS shall support configurable workflows as stated in the RFP. The specific workflow definitions (approval chains, review stages) will be finalised in consultation with BDA during implementation.**
E. LEGACY DATA MIGRATION				
E1	Writer / Iron Mountain / SBL	Sec 9, Pg 8	What is the format, structure and database of the existing 10 crore pages? (PDF/TIFF in File System or BLOB in DB?) Total data size in TB? Will the incumbent vendor / BDA provide a clean structured data dump?	**The existing digitised data is primarily stored as searchable PDF files in a file-based storage system with metadata in a relational database. The total data size is approximately 25–30 TB. A structured data export (files and metadata) will be provided by BDA / the incumbent vendor to the selected Service Provider. The detailed data structure, file organisation and database schema will be shared during the assessment phase for migration planning.**
E2	Iron Mountain / SBL	Sec 9, Pg 8	Will BDA provide data mapping logic or should the bidder define it? Will a mapping document be available?	**The Service Provider shall be responsible for designing the migration approach, including data mapping, in consultation with BDA. BDA will provide access to the legacy system, sample data structures and support from officials familiar with the existing data. The mapping logic shall be approved by BDA before execution.**
F. DMS – DR, REPORTING & MISCELLANEOUS				
F1	Writer	DMS	Is a Disaster Recovery (DR) site setup part of the bidder's scope?	**DR setup is not part of the current project scope. BDA shall manage DR through its existing infrastructure arrangements. The Service Provider shall ensure the DMS supports standard backup and restore procedures to facilitate DR readiness.**
F2	SBL	Sec 8(1)(d), Pg 7	Kindly provide list of reports required for the Reports & Dashboard module.	**The standard reports shall include digitisation progress, volume statistics, user activity, storage utilisation, QC statistics and other KPIs. The detailed report requirements will be finalised during the requirement gathering phase. The DMS shall support configurable custom reports with export options.**
F3	SBL	Sec 8, Pg 7	Is multilingual support (especially regional languages) required at application and database level?	**The DMS shall support Unicode and be capable of storing and displaying data in English and Kannada. Full multilingual UI is desirable but not a mandatory Go-Live requirement. The architecture shall be multilingual-ready.**

G. PROJECT TIMELINE				
G1	Crystal / Iron Mountain / SBL	Sec 16, Pg 10	The project duration of 90 working days seems challenging for 2.5 crore pages. Please consider extending the timeline to 8–9 months. Can multiple shifts be implemented?	**The project duration of 90 working days has been fixed, keeping in view the administrative urgency, the need to provide efficient and transparent services to citizens at the earliest, and the operational constraints of managing physical records. This timeline is firm and non-negotiable. Bidders are expected to plan for multiple shifts (two or three shifts as needed) and deploy adequate manpower and scanners. Working hours and shift arrangements shall be coordinated with BDA during project initiation.**
G2	Iron Mountain	E-Tender, Pg 3	Request to extend tender submission date to 15th April 2026.	**The last date for submission of bids remains 02/04/2026 at 17:30 Hrs as per the original RFP schedule published on the e-Procurement Portal. No extension of the submission deadline is envisaged.**
H. O&M, SLA & WARRANTY				
H1	Writer / Iron Mountain / SBL	Sec 15, Pg 10	Please clarify the exact duration of the Operations & Maintenance (O&M) and Warranty period post Go-Live. Please share SLA matrix (response and resolution time).	**The O&M and Warranty period shall be for a minimum of 12 months from the date of Go-Live and final acceptance by BDA. The detailed SLA matrix including response time, resolution time, uptime requirements and penalty percentages will be mutually agreed upon and specified in the Contract Agreement.**
I. ELIGIBILITY CRITERIA (NO CHANGE)				
I1	Crystal / SBL	Sec 3(13), Pg 13	Request to accept rental agreements for 45 scanners instead of purchase invoices only.	**No change. As per the RFP, the bidder shall own at least 45 high-speed scanners, and purchase invoices are required as proof. The eligibility criteria shall remain unchanged. Rental agreements will not be accepted.**
I2	Crystal	Sec 4(1.4), Pg 15–16	Consider 15 marks for any three out of four major certifications instead of requiring all four.	**No change. The evaluation criteria and scoring methodology shall remain as published. All four certifications (ISO 9001:2015, ISO 27001, ISO 19005-1:2005, CMMI Level 3) are important for ensuring quality, security and compliance in a project of this scale and sensitivity.**
I3	Hans Infomatic	Sec 3(4), Pg 13	Request to allow an undertaking for establishing Bangalore office within 30 days instead of requiring existing office.	**No change. The requirement for a Registered or Branch Office in the Bangalore region is essential given the nature of the project involving sensitive government records. Personnel must be proficient in Kannada. The eligibility criteria shall remain as published.**
I4	Iron Mountain	Sec 3(8), Pg 13	Request removal/rephrasing of ISO 19005-1:2005 requirement. It is a file format specification, not an organisational certification.	**No change. ISO 19005-1:2005 (PDF/A-1) certification demonstrates the bidder's capability and commitment to long-term preservation of electronic documents, which is critical for this project. The eligibility criteria shall remain as published.**
I5	SBL	Sec 3(13), Pg 13	Is there provision for extension of project timeline in case of unforeseen delays or dependencies beyond bidder's control?	**The Force Majeure provisions as specified in the RFP/Contract shall apply for unforeseen events beyond the control of either party. Other than Force Majeure situations, the 90-day timeline is firm. Bidders shall plan resources to meet this timeline.**
J. PAYMENT, EMD & COMMERCIAL				

J1	Crystal	Sec 8, Pg 18	Since monthly payments are processed after one month of work plus 15 days processing, kindly provide an advance payment.	**No change. No advance payment shall be made as per Government of Karnataka financial rules. All payments are performance and output-based, linked to actual work completed and accepted.**
J2	Crystal / SBL	Sec 15, Pg 21	Provide EMD exemption for NSIC and MSME registered companies.	**EMD shall be as per the provisions of the KTPP Act and the e-Procurement Portal rules. Bidders are advised to refer to the e-Procurement Portal for applicable exemptions, if any.**
J3	Iron Mountain	Sec 15, Pg 21	How should EMD be calculated before financial bid is evaluated, given total bid value is confidential until commercial bid opening?	**The EMD of 1% of total bid value shall be computed by the bidder based on their own estimated bid value and deposited on the e-Procurement Portal as per portal procedures. Bidders are advised to refer to the e-Procurement Portal guidelines for the exact mechanism.**
J4	Iron Mountain	Sec 17 & 2.8, Pg 22/44	Which clause governs PBG, and what does "Annual Cost" refer to for a 90-day project?	**The Performance Bank Guarantee shall be 5% of the total contract value as specified. For this project, "Annual Cost" shall be read as the total contract value. The PBG shall be valid for the contract period plus the O&M/warranty period plus 90 days claim period.**
J5	Iron Mountain	Sec 8, Pg 18	What is the defined TAT for BDA to complete quality checks on submitted batches? Would BDA consider a "Deemed Acceptance" timeline?	**BDA shall endeavour to complete quality checks within a reasonable timeframe to avoid delays in payment processing. The concept of "Deemed Acceptance" is not applicable for government projects where quality assurance of sensitive records is paramount. BDA shall ensure timely QC reviews.**
J6	Iron Mountain	Annexure-2, Pg 25	Migration of 10 crore pages involves significant effort but has no dedicated line item in the Commercial Bid Format. Also, DMS pricing "Per Location" contradicts centralised architecture.	**The Commercial Bid Format as published in the RFP shall remain unchanged. The cost of migration shall be factored into the overall DMS cost by the bidder. The DMS line item "Per Location" refers to the DMS deployment and configuration at each BDA location/section that requires access. Bidders shall quote accordingly.**
K. POC / DEMONSTRATION				
K1	Iron Mountain / SBL	Sec 4(1.6), Pg 17	Will BDA provide sample physical files and dummy metadata for the PoC? When and where will the PoC be conducted? Is only live demo accepted or recorded demo also acceptable?	**The PoC / Live Demonstration shall be conducted at the BDA Head Office on dates to be notified to technically shortlisted bidders. BDA may provide sample files for scanning demonstration. For the DMS demo, bidders shall use their own pre-loaded data demonstrating all required features. Only live demonstrations will be accepted; recorded demos will not be considered.**
L. CONTRACT / LEGAL CLAUSES				
L1	Iron Mountain	Pg 40, GCC 1.3	Suggestion: Governing laws should be specifically mentioned as laws of India.	**Noted. The Applicable Law as defined in GCC Clause 1.1 refers to the laws in force in India. The suggestion is well taken and the intent of the clause is already aligned.**
L2	Iron Mountain	Pg 42, Force Majeure	FM events are beyond control of both parties. Bidder suggests deleting the clause allowing BDA to invoke PBG / levy LD / obtain substitute performance during Force Majeure.	**No change. The Force Majeure provisions in the RFP/GCC are standard government contract clauses and shall remain as published. These provisions balance the interests of both parties and include safeguards for the Authority in prolonged FM situations.**

L3	Iron Mountain	Pg 44, Termination 2.8.1/2.9.1	Clause references appear to contain typographical errors – "2.8.1" should read "2.9.1" and "2.8.2" should read "2.9.2". Please confirm.	**Noted. The references in the GCC shall be read harmoniously. Any apparent numbering discrepancies shall be interpreted contextually. Bidders are advised to read the RFP as a whole document.**
L4	Iron Mountain	Pg 44, Termination (h)	Bidder proposes a 90-day written notice for termination at BDA's sole discretion.	**No change. The termination provisions as stated in the GCC shall remain as published. These are standard government contract terms.**
L5	Iron Mountain	Pg 46, Prohibition of Conflicting Activities	What constitutes "conflict" in this context?	**Conflicting activities include any engagement that could compromise the confidentiality, security or integrity of BDA's records and data, or that creates a direct conflict of interest with the Service Provider's obligations under this contract.**
L6	Iron Mountain	Pg 48, Dispute Settlement	Bidder suggests modification to arbitration clause for three-arbitrator tribunal and explicit provisions for interim relief.	**No change. The Dispute Settlement and Arbitration provisions as stated in the RFP/GCC are in accordance with the Arbitration Centre, Karnataka rules and shall remain as published.**
L7	Iron Mountain	Pg 9, Confidentiality	Please share the format for NDA.	**The NDA format shall be provided by BDA to the selected Service Provider at the time of contract execution.**
L8	Iron Mountain	Pg 53, Exit Management	Will BDA bear costs associated with transition if a Replacement Agency is brought in after contract expires?	**Exit management costs shall be governed by the Exit Management Plan as specified in GCC Clause 6.6. The Service Provider shall cooperate fully during the transition period as part of its contractual obligations.**
M. TECHNICAL EVALUATION & SLA				
M1	Iron Mountain	Sec 4(1.1), Pg 15	Could the Authority clarify the exact financial thresholds for the QCBS marks?	**The technical evaluation criteria, scoring methodology and financial thresholds are clearly defined in Section 4 of the RFP and shall remain as published. Bidders are advised to refer to the detailed scoring tables provided therein.**
M2	Iron Mountain	Sec 8, Pg 18	Please provide the detailed SLA matrix and corresponding penalty percentages.	**The detailed SLA matrix and penalty percentages will be defined and mutually agreed upon in the Contract Agreement. Bidders shall propose reasonable SLA parameters in their technical proposals for evaluation.**

SUMMARY OF KEY DECISIONS

1. All eligibility criteria and technical qualification criteria as published in the RFP shall remain unchanged. No relaxation or modification is warranted.

2. The project timeline of 90 working days as fixed by the BDA Board Meeting resolution shall remain firm and non-negotiable.

3. The last date for submission of bids remains 02/04/2026 at 17:30 Hrs. No extension is granted.

4. The Scope of Work, payment terms, EMD provisions, Commercial Bid Format and all other terms and conditions of the RFP shall remain as published.

5. The General Conditions of Contract, including Force Majeure, Termination, Dispute Settlement and other contractual clauses, shall remain unchanged.

6. BDA will provide server infrastructure at BDA Head office; the Service Provider shall provide DMS software and all configuration.

7. AI-based features are future-scope; only architectural readiness is required for Go-Live.

8. O&M and Warranty period shall be a minimum of 12 months post Go-Live.

9. These pre-bid meeting proceedings and the clarifications contained herein shall form an integral part of the RFP and the resultant Contract.

10. Bidders are requested to note the clarifications provided herein and prepare their proposals accordingly.

Nandini. PM,
SLAO-6, DSKL

Dr. Shantharajanna H R
Engineer Member, BDA

Sri, Niranjan K M
EE-HPD-1, BDA

Dr. A Lokesha
Finance Member, BDA